

Navigating the process for accessing medical and behavioral health services for the children and families we serve can sometimes be confusing and difficult. We would like to be a resource for you in that process!

Did you know there are several ways to access prescription benefits for children/youth in custody?

Pharmacy coverage will show in the system 48 hours from the time eligibility is entered in Interchange.

- Please contact your regional Health Advocate Representative if your child/youth's pharmacy coverage is not showing as active in the system.

If working on obtaining medication for a child placed out of state utilize a pharmacy that is established in Tennessee and has locations where child is located (Walgreens, CVS, etc.).

- It is advised that if you have a child leaving for an ICPC placement that a 30-90 day supply of medication be obtained and sent with the child as it is very difficult to access pharmacy benefits out of state.

If you need to fill a prescription for a child/youth that is not TennCare eligible then you can access medications through our contracted Provider, Emed. To place an order through E,med you will need to:

- Make a case service request in TFACTS
- Complete the Emed order form, your Health Advocate Representative can assist you access the form.
- FAX **completed** form to 314-266-4440
- For CII controlled substances, mail original hardcopy **after** faxing to:
Med Assist Pharmacy
11551 Adie Rd
Maryland Heights, MO 63043
- For all other controlled substances, faxes will be accepted with verbal verification.

Orders must be received no later than 3:00 PM CST Monday-Thursday to ensure next day delivery. Orders received on Friday may not be shipped out until the following Monday based on pharmacy supply.